

Webinar: What to Expect During the Opt-Out Period

Hudson Valley Community Power
Central Hudson Municipalities

May 5, 2023



Meet the Team

Jessica Stromback,
CEO and Municipal
Care Director

Hannah Karp-Chester,
CCA Operations Coordinator

Krishna Zamora,
Customer Care Manager

Jeff Domanski,
Local Organizer

Timeline



1. Opt-out letters to all eligible customers arriving around **May 10th**
2. 30 Day Opt Out period from **May 10th-June 9th**
 - Opt-out by:
 - Prepaid envelope & opt out card
 - Calling helpline (845) 859-9099 ext. 2 or Español (845) 859-9099 ext. 3
 - Filling out webform at www.hudsonvalleycommunitypower.com/secureform
3. **Utility Switch Letters from Central Hudson to all participating customers begin arriving in mid June into July 2023**
4. **Program launch beginning July 1st, 2023**
 - First meter read cycle after July 1
5. **Contract ends June 30th, 2025**

Opt Out Package

- DPS Regulated Letter
- DPS Regulated FAQ
- Opt-out card and pre-paid envelope



City of Poughkeepsie Hudson Valley Community Power



May 10, 2023

Dear City of Poughkeepsie Resident,

The City of Poughkeepsie is pleased to announce our participation in the program relaunch of Hudson Valley Community Power, a Community Choice Aggregation (CCA) program administered by Joule Community Power, a division of Joule Assets, Inc., that puts control of energy supply choices into local hands. Through a competitive procurement process Direct Energy Services, LLC has been selected to replace Central Hudson as the default supplier of electricity for residential and small-commercial accounts within our community. We have chosen 50% renewable supply as the default product offering for our community, but you have the choice to opt-up or opt-down to a 100% renewable or standard supply option by contacting Hudson Valley Community Power at (845) 859-9099 or info@hudsonvalleycommunitypower.com.

All eligible residential and small-commercial electricity customers will be automatically enrolled in the 50% renewable supply product beginning with the bill cycle following July 1, 2023 and will be able to continue to receive the CCA program price of \$0.11240/kWh through June 30, 2025. You may cancel at any time with no fee or penalty.

Below is a comparison of Central Hudson electricity supply pricing with the CCA program pricing. While this is not indicative of pricing going forward, it does provide a basis for comparison of standard supply offerings. If you

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HUDSON VALLEY COMMUNITY POWER COMMUNITY CHOICE AGGREGATION (CCA) FREQUENTLY ASKED QUESTIONS



What is Community Choice Aggregation?

On April 21, 2016, the NYS Public Service Commission enabled Community Choice Aggregation (CCA) Opt-Out Programs, which offer residential and small-commercial customers an opportunity to receive more attractive energy supply terms through the bargaining power that aggregation provides. As well as educating, encouraging, and empowering communities and individuals to take control of their energy future through engagement with existing opportunities and development of new programs.

What is a CCA Administrator?

The CCA Administrator is a company, non-profit, or local government that has been authorized by the Public Service Commission to administer a CCA program in New York State. The CCA Administrator is responsible for working with participating municipalities to design and implement a CCA program consistent with the goals of the municipality and its constituents and in compliance with the CCA program requirements. The CCA Administrator solicits bids, awards a supply contract, and performs the necessary program outreach and education to ensure residents are well educated about the program. For those customers who do not opt-out of the program, the CCA Administrator works with your utility to ensure proper enrollment.

What role does my municipality play?

The municipality is the primary party responsible for meeting the requirements established by the Public Service Commission. First, to enable CCA in your municipality, there must be a Local Law passed that allows for opt-out enrollment for eligible residential and small-commercial accounts. The municipality would then either administer the CCA program themselves or select a CCA Administrator to perform the necessary CCA program requirements.

What does opt-out enrollment mean?

Opt-out enrollment means that you will automatically be enrolled to participate in the CCA program unless you take action to opt-out of the program. There are multiple ways to opt-out of participation: by phone, online, or by mail. The specific contact information, as well as the date you must opt-out by, will be included on the opt-out letter. If you opt-out of the CCA program, that choice will be recognized for the life of the program.

Who is eligible to participate?

Most residential and small-commercial customers are eligible to be opt-out enrolled in the CCA program. However, if you have placed a ESCO block on your account or are currently receiving supply services from an ESCO you would not be eligible for opt-out enrollment. If you are an Assistance Program Participant (APP) you would be eligible to participate only if the CCA program has an approved supplier of energy

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OPT-OUT REPLY CARD

Village of Saugerties

Community Choice Aggregation

Pre-Enrollment ID: [00000000000]

Service to: [Service Address]

Customer Name
Customer Mailing Address

X _____
Signature Date

If you want to participate in the Village of Saugerties 50% Renewable electricity supply Community Choice Aggregation Program, you do not need to take any action, you will be automatically enrolled.

If you do not want to participate, complete the steps listed below. This card and envelope must be returned within 30 days of the date of this letter to opt-out of the program, otherwise you will be automatically enrolled.

Opt-Out Instructions if you do not want to participate:

- 1) Choose one of the following reasons why you are opting out
- 2) Sign and date this card
- 3) Insert into postage pre-paid envelope
 - I do not agree with opt out enrollment
 - I am not familiar with this program or its offerings
 - I do not like the CCA program or administrator
 - I do not feel I will benefit from this program
 - Other

Program Pricing

Product Offering	Residential	Small Commercial
<i>Central Hudson 12-month trailing average (Price to Compare)</i>	<i>\$0.11953/kWh</i>	<i>\$0.12554/kWh</i>
CCA Standard Supply	\$0.09870/kWh	\$0.09870/kWh
CCA 50% Renewable Supply	\$0.11240/kWh	\$0.11240/kWh
CCA 100% Renewable Supply	\$0.12240/kWh	\$0.12240/kWh

50% Renewable default, additional offerings of 100% renewable and standard: City of Poughkeepsie, Towns of New Paltz, Philipstown, Saugerties, and Marbletown and Villages of Nelsonville and Saugerties

100% Renewable default, additional offering 50% renewable and standard: Towns of Gardiner and Rhinebeck, and Villages of Cold Spring and New Paltz

100% Renewable default, additional offering 50%: Town of Red Hook

Resources

- **Customer Support**

- Helpline 9am-5pm Monday through Friday
 - (845) 859-9099 ext. 2 (English), ext. 3 (Español)
- If we do not answer, we encourage customers to leave a message and we will return their call in 24 hours
- Email - info@hudsonvalleycommunitypower.com

- **Website** - www.hudsonvalleycommunitypower.com

- **In-person info sessions in each municipality**

- **Community Office Hours, if requested**

- **Individual meetings with CCA liaison contacts, board members etc., if requested**



Questions

What is CCA?

Community Choice Aggregation (CCA) Opt-Out Programs offer residential and small-commercial customers an opportunity to receive more attractive electricity supply terms through the bargaining power that aggregation provides.

What is opt out?

Opt-out enrollment means that eligible customers will automatically be enrolled to participate in the CCA program unless they take action to opt-out of the program. The specific contact information, as well as the date they must opt-out by, will be included on the opt-out letter. If they opt-out of the CCA program, that choice will be recognized for the life of the program. There are multiple ways to opt-out of participation.

How do I opt out?

By opt out card, phone, webform

What if I decide I want to leave the program after the opt-out period?

You can still opt out by phone or webform at any time. If you opt-out after the opt-out period, it may take 1-2 billing cycles

What if I want to join again or select another offering?

You can rejoin or select another offering at any time by phone or webform. It may take 1-2 billing cycles.

Questions

Why didn't I receive a letter?

Not everyone is eligible or automatically enrolled (ex. Individual ESCO contract, HEAP participant, Demand account, utility block on account, TOU customer)

What are my options?

100% renewable, 50% renewable, standard (not available in Red Hook)

What happens after the program contract ends?

Either go back to Central Hudson buying electricity on their behalf or the municipality may have a new contract

What do I do when there is a power outage?

Contact Central Hudson, they are still responsible for delivery of electricity, billing and maintenance of power lines

Do you go door to door?

Never

Questions

What can our residents expect to see in the mail?

- Opt-out letter package
- Switch letter if participating
- They will NEVER will receive a letter asking for them to sign a form or provide their account number via mail to us

How does the billing work?

Participants still just receive Central Hudson bill, basically a line item change in the supply section of the bill

Is Central Hudson not going to help me if I participate?

No, Central Hudson doesn't receive money from the supply section of the bill, only delivery, you remain a utility customer and will retain the same support from the utility

What is a variable rate (Central Hudson) compared to a fixed rate (the CCA)?

Central Hudson's rate varies every month, the CCA provides a fixed rate for 24 months

- Some months Central Hudson may be higher, some months it may be lower
- Benefit from the stability of the pricing

Opt-Out Period Materials

- **Press Release**
- **Municipal Website Language**
- **Fact Sheet**
- **Social Media announcement posts**
- **Info Session Posters/Flyers**
- **Opt-out Letter Packages**
- **Webinar PPT**



Thank You

Contact Us

info@hudsonvalleycommunitypower.com
(845) 859-9099 ext. 2 or ext. 3 for Spanish